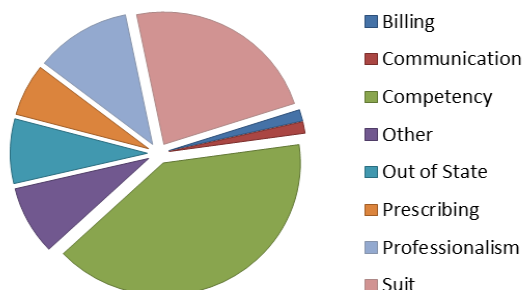


## ENFORCEMENT

JANUARY 1 TO DECEMBER 31	2011	2012	2013	2014
<b>COMPLAINTS, MANDATORY REPORTS</b>				
Complaints received	636	723	493	497
Reports received	110	81	168	150
<b>TOTAL COMPLAINTS, REPORTS</b>	<b>746</b>	<b>792</b>	<b>661</b>	<b>647</b>
Complaint files closed	670	604	683	N/A
Report files closed	108	81	115	N/A
<b>TOTAL FILES CLOSED</b>	<b>778</b>	<b>685</b>	<b>798</b>	<b>726</b>
Complaint investigations open on 12/31	562	704	659	N/A
Report investigations open on 12/31	2	3	4	N/A
<b>TOTAL INVESTIGATIONS OPENED</b>	<b>564</b>	<b>707</b>	<b>663</b>	<b>584</b>
<b>INFORMAL DISCIPLINARY ACTION</b>				
Letter of warning	80	81	87	58
Letter of education	13	11	14	32
<b>TOTAL INFORMAL ACTION</b>	<b>93</b>	<b>92</b>	<b>101</b>	<b>90</b>
<b>CHARGES, CONSENT AGREEMENTS</b>	<b>34</b>	<b>32</b>	<b>44</b>	<b>40</b>
<b>FORMAL DISCIPLINARY ACTION</b>				
License revocation/surrender	7	9	20	9
License suspension	5	9	1	1
License probation	10	14	11	7
Civil penalty	23	33	16	16
Citation and warning	24	33	31	26
Practice restriction	6	9	13	7
<b>TOTAL FORMAL ACTION</b>	<b>75</b>	<b>107</b>	<b>92</b>	<b>66</b>
<b>CEASE AND DESIST LETTERS</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>
<b>MONITORING CASES ON 12/31</b>	<b>195</b>	<b>205</b>	<b>206</b>	<b>191</b>

### COMPLAINTS



This chart shows the major categories of complaints and mandatory reports the Board received in 2014.